Agency I T Strategic Plan

The Information Technology Strategic Planning effort is conducted by the Virginia Information Technologies Agency.

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Agency IT Strategic Plan

Secretariat: Health & Human Resources   Agency Code: 223

Agency: Department of Health Professions

Agency Mission Statement:

To promote access to safe and competent health care by licensing health care providers and enforcing standards governing their practice.

Agency IT Vision Statement:

The focus of DHP's IT operation is to provide accurate, timely, and verifiable data that is clearly expressed and easily understood to:
- measure agency performance;
- provide for managerial and operational decision making;
- give citizens on-demand access to information regarding healthcare providers;
- provide licensees with on-demand access to information regarding their licenses and the regulations governing their practices; and
- provide employers and insurers with on-demand access to information regarding the status of their respective employees and clients.

The keys to successful attainment of this vision are:
- exceptional customer service;
- accurate and timely data;
- easy-to-use reports;
- Web-based access;
- state-of-the-art technology;
- system interoperability; and
- collaboration with users and key partners.

Total Employees: 144

Total IT Employees: 8

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<u>Project Selection Criteria:</u>	State law and regulation are the main drivers of projects within the Department of Health Professions. The agency and its business partner, System Automation of Maryland, apply the Commonwealth's project management best practices at levels appropriate to the project in compliance with the state's project management requirements. Minor projects are handled in-house by the agency's technology staff. Internal IT staff also develop applications necessary to attain specific agency business objectives.
<u>Business Case Development:</u>	The agency's business case development includes an analysis of business process performance and associated needs or problems, proposed alternative solutions, assumptions, constraints, and a risk-adjustment cost-benefit analysis. Approval of the business case is received from the Agency Head or Deputy Director for Administration, based on needs of key stakeholders including the agency's 13 boards and support units, combined with input from the agency's Technology Director, and IT Project Manager and Project Team (agency technology and vendor staffs).
<u>Risk Assessment Methodologies:</u>	The agency's Technology Director, in consultation with the Deputy Director for Administration, is responsible for assessing external dependencies and management risks of a project, communicating project weaknesses to appropriate authorities, controlling project expenditures, and keeping the project within budget expectations. The agency's mission critical software, License 2000, is provided by System Automation, a software development ISO 9001 certified company that has received the Software Engineering Institute's (SEI) Capacity Maturity Model Integration (CMMI Level 2) rating.
<u>Prioritization Schema:</u>	State and federal laws and regulations are the primary drivers of agency project priorities. Projects that do not directly relate to laws or regulations are prioritized using a systematic disciplined improvement approach to meet the needs and expectations of the agency's 13 board's for improving their business practices.

Agency IT Strategic Plan

Core Business Activities:

Core Business Activity Title	Core Business Activity Description	Core Business Actity Sub-Function Title	Core Business Activity Sub-Function Description
HIGHER EDUCATION	Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions.	Higher Education Student Financial Assistance	Efforts to provide financial assistance to higher education students.
CONSUMER AFFAIRS	Efforts to protect the individual consumer and business community from unfair economic practice and from suffering economic injuries caused by actions of another party, and to ensure that products and services meet established standards.	Regulation of Professions and Occupations	Efforts to assure certain standards of competency, quality and performance of professional services.

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Key Customers Associated With Each Core Business Activity :

Core Business Activity Title	Core Business Activity Description	Core Business Actity Sub-Function Title	Core Business Activity Sub-Function Description
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 Key Customers

   Department of Heatlh

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 Key Customers

   Agency board members and programmatic staff.

   Applicants & Licensees

   Consumers of healthcare services and complainants or sources of complaints

   Employers and Insurers

   Governor, Secretary of Health & Human Services; members of the General Assembly

   High Risk Licensees

   Patients in underserved areas.

   Providers of Educational Programs

   Students

Agency IT Strategic Plan

Key Activites and Associated Outcomes:

Key Activity	Associated Outcome
Approving educational programs related to the provision of health care services.	1. Survey 25% of all nursing programs and 100% of all nurse aide programs each biennium to identify barriers to an adequate supply of nurses and nurse aides. 2. Thoroughly evaluate and process all applications for new nursing programs on a timely basis. 3. Conduct 50 site visits of nursing programs in the state necessary to maintain program approval. 4. Thoroughly evaluate and process timely all applications from providers of continuing education programs or those who accredit continuing education programs.
Ensuring compliance with the laws and regulations governing health care delivery.	1. Conduct approximately 3,000 facility inspections and audits of licensees per year. 2. Monitor the conduct of approximately 500 providers during the biennium where there has been a determination of a problem related to their practice or ability to deliver safe health care. 3. Provide information to the regulated community about the requirements of law and regulation governing the provision of health care services by way of the agency's Web site, newsletters, and direct mail. 4. Conduct a prescription drug monitoring program as required by law. 5. Provide an effective monitoring program for approximately 600 impaired practitioners during the biennium to enhance patient safety.
Funding Physician Financial Incentives	Collect mandated revenues and disburse funds as required to those who provide incentives to physicans practicing in underserved areas.
Funding student financial assistance	1. Collect mandated revenues and disburse funds as required to those who award scholarships

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Investigating and adjudicating reports and complaints against health care providers.	1. Evaluate and investigate 7,800 reports and complaints during the biennium of alleged misconduct by individuals and entities subject to laws and regulations governing health care providers.
	2. Conduct 6,710 full field investigations during the biennium.
	3. Bring 2,300 charges during the biennium against health care providers where investigations indicate that disciplinary action is warranted.
	4. Adjudicate 7,800 allegations during the biennium of violations of law or rule governing the practice of health care.
	5. Meet standards for the timely resolution of cases for 75% of the cases closed
Licensing, certifying, registering, and permitting individuals and entities that meet requirements to practice in Virginia.	1. Process 44,000 applications for initial licensure/certification/registration/permit during the biennium.
	2. Process 131,000 license/certificate/registration/permit renewals during the biennium.
	3. Achieve a 90% positive applicant satisfaction rating.
Providing administrative services in support of the agency's mission and programs.	1. Provide quality and timely technology services necessary in support of the department as evidenced availability of data to support the development of meaningful management information, audit reports without adverse findings and customer satisfaction surveys demonstrating positive results.
	2. Take advantage of national and multi-state systems that enhance the effectiveness of the agency mission.
	3. Provide quality and timely fiscal services necessary to support the activities of the department as evidenced in APA and DOA audit reports.
	4. Provide quality and timely human resources services necessary to support the activities of the department as evidenced in customer satisfaction surveys.

	5. Improve diversity of business partners.
	6. Achieve efficiencies in procurement.
Providing consumer information about health care.	1. Promote on-line access to information about all health care providers regulated by the agency resulting in one million visits to our web sites a year.
	2. Provide detailed and understandable information about doctors of medicine, osteopathy and podiatry in an easily accessible electronic, web-based format.
	3. Provide general information on laws and rules governing the practice of health care providers and related issues in the form of newsletters, guidance documents, Web pages, and events.
Reviewing, developing, and proposing regulations and legislation promoting the safe delivery of health care.	1. Initiate or complete approximately 130 actions during the biennium to amend regulations in response to changes in law or practice.
	2. Annually, and ongoing as necessary, assess and provide comment on the need for changes in law and regulation governing the practice of health care, including all legislation introduced that affects the regulation of health care providers.
	3. Propose needed changes in law as required.

Major IT Projects

Approved for Preliminary Planning — The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for inclusion in your IT Strategic Plan. A project proposal must be submitted to the CIO before the project(s) will be considered for planning approval. Procurements in support of the project(s) are not approved for submission to the VITA Project Management Division (PMD) for execution until the project has been Approved for Planning by the CIO. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.
http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc

There are no major projects approved for preliminary planning.

Approved for Planning — The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for planning. This approval constitutes authorization to undertake the planning necessary to complete a detailed project proposal and project charter for consideration by the Secretariat Oversight Committee and the CIO. Projects "Approved for Planning" must be formally approved for development by the Commonwealth IT Investment Board prior to beginning Phase 3 of the project lifecycle (Project Planning) and execution as defined in the Commonwealth Project Management Guideline. Procurements in support of developing the detailed project proposal and charter are approved for submission to the VITA Project Management Division (PMD) for execution, in accordance with PMD procedures. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.
http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc

There are no major projects approved for planning.

Active Projects — The following project(s) are(is) scheduled to continue in the 2004-2006 Budget Biennium as an Active Project. All Active Projects must be tracked on the Commonwealth Information Technology Major Projects Dashboard and are subject to monthly review by the CIO. The CIO is authorized to assess progress of all Active Projects and recommend termination of a project to the Commonwealth IT Investment Board.

There are no major projects in the active projects category.

Collaboration Opportunity — The following project(s) is (are) designated as a Collaboration Opportunity. Your agency should consult with the other agencies listed on the corresponding collaboration report and evaluate whether collaboration between agencies on these projects is feasible. The results of your collaboration efforts and evaluation should be reported when the project is presented to the Commonwealth IT Investment Board for "Development Approval".

There are no collaboration opportunity projects.

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Major IT Procurements

Approved Major IT Procurements - The following major procurements are approved for submission to the VITA Project Management Division (PMD) for execution in accordance with PMD procedures.

There are no approved major procurements.

Disapproved Major IT Procurements - The following major procurements are not approved for submission to the VITA Project Management Division (PMD). The agency should not take any action on the major procurements listed below.

There are no disapproved major procurements.

Non-major IT Projects

Approved for Planning— The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for planning. This approval constitutes authorization to undertake the planning necessary to complete a detailed project proposal and project charter for consideration by the CIO. Projects "Approved for Planning" must be formally approved for development by the CIO prior to beginning Phase 3 of the project lifecycle (Project Planning) and execution as defined in the Commonwealth Project Management Guideline. Procurements in support of developing the detailed project proposal and charter are approved for submission to the VITA Project Management Division (PMD) for execution, in accordance with PMD procedures. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.

http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc

There are no non-major projects approved for planning.

Non-major IT Procurements

Approved Non-major IT Procurements - The following non-major procurements are approved for submission to the VITA Project Management Division (PMD) for execution in accordance with PMD procedures.

Procurement Description	Planned Procurement Delivery Date	Estimated Procurement Cost
Microsoft Enterprise Select Software Agreement COV contract #VA-020409-MSE	09/01/2005	$300,000
Network and Desktop PC upgrades.	11/01/2005	$150,000
License 2000 and MyLicense software maintenance agreement	12/31/2005	$260,000
License 2000 software upgrade to .NET version	12/31/2005	$600,000

Disapproved Non-major IT Procurements - The following non-major procurements are not approved for submission to the VITA Project Management Division (PMD). The agency should not take any action on the major procurements listed below.

There are no disapproved non-major procurements.